



A Word from the OIT Director & CIO-OD

Did you know that OIT has been tracking performance metrics related to the IT services we provide to the OD/NCMHD? Each month they are discussed with the OD-ITMC. You can find our metrics on the OIT Homepage or *IT Performance Metrics*.

<http://oit.od.nih.gov> or <http://oit.od.nih.gov/showpage.aspx?pageid=60>

The OIT Team is dedicated to providing timely professional support to each of you. The surveys that you complete when a service ticket has been closed are reviewed and, at times, we have adjusted our process based on your feedback. As the 2005-New Year arrives and potential changes in the IT environment are introduced, the OIT family will continue to give you top rate IT support. You challenged us during 2004 and I am sure we will be challenged in 2005.

"Quality is remembered long after the price is forgotten." Gucci family slogan



What's New in OIT

OIT Announces Support of Microsoft Office 2003!

OIT announces its support of [Microsoft Office 2003](#). Requests for new equipment will be configured with Microsoft Office 2003, as part of the standard configuration. Requests for upgrades from staff will be made on an "as needed" basis, e.g. system compatibility issues, etc.

OIT is reducing the number of Office versions it currently supports, and is working to bring its customer base up to the latest 2 versions, i.e. [Office XP](#) and [Office 2003](#). OIT will continue to work with you, our customer, to insure that your equipment's performance is configured with the latest cutting-edge technology to assist you in meeting your organization's mission and your IT requirements.

Who's New in OIT!

[Dorena Bertussi, Senior Business Process Reengineering \(BPR\) Specialist](#)

Dorena comes to us as a contractor with Sytel, Inc. Her diverse background working within DoD weapon programs, IT military healthcare acquisition programs, the FAA's Office of the Chief Scientist, Software Development, private eHealth and eBusiness sectors; along with her experience with Capability Maturity Model Integration, BPR, organizational development, and business case analyses, makes her a great fit to the OIT team.

Dorena is a dog mom to a beautiful brindle ex-racing greyhound; and she is getting back to running 30 miles a week.

Melvin Tucker, Senior Application Engineer

As a Senior Application Engineer with our contractor, Sytel, Inc. he brings 12+ years experience in designing and developing software and software systems on a wide range of platforms ranging from IBM mainframes, handheld computers, Microsoft Windows and Tablet PC personal computers. Melvin is experienced in many Microsoft technologies such ASP.Net, C# and VB.Net.



Melvin loves bass fishing, and researching ancient technology and ancient knowledge.

Happy Holidays from the Network Operations Team!



Since it's the holidays, we thought this would be the perfect time to let you know how great it is for us to work with you, our OD/NCMHD family; in keeping your servers running smoothly. While we're normally busy doing most of our work behind the scenes keeping your files safe and warm, and ensuring that your computers are talking nicely amongst themselves; we do sometimes actually get the chance to work directly with you. This is a real bonus for us, as there are days, sometimes stretching into weeks, where we're doing nothing but pushing buttons, staring at screens, speaking of DHCP, DNS and AD, or how your computer's IP address breaks down into binary code.

The OD/NCMHD community is made up of great people, and working directly with you is a pleasure. You show exceptional patience when your "electronic things" don't do what you would like them to do. You have made it a lot easier for us to find solutions to some pretty elusive computer problems. We, at OIT Network Operations, appreciate the relationship we have with you, the people we support; so we say thank you.

Kudos to the Web/Application Development Team!

Congratulations to Mark Perry, OIT Senior Application Engineer!

"Network security has become one of the most critical needs in information technology over the last several years. From firewalls and virus scanning technology to stringent network policies, companies are "pulling out all the stops" to make their networks safe and secure. The battle between hackers and network security personnel will always be an ongoing fight. Hackers are continually finding new ways to exploit holes and peer into your data. Find out how to make your Web applications secure."

ACCESS-VB-SQL ADVISOR, December 2004

OIT is proud to announce that our own OIT Senior Application Engineer, Mark Perry, has written an article published in the December issue of ACCESS-VB-SQL ADVISOR. This magazine is known throughout the Web development community as *the* place to find hints, tips and the latest development trends.

The article is entitled Secure Your Web Application - Use a random password generator to secure your web application. If you would like to read it, pick up your copy on newsstands.

Security Awareness



Beware! The Grinch is back!

Watch your electronic **Holiday Greetings**

Click on the below link to read more about the **Grinch** and the most recent virus threat to your emails.

<http://www.cnn.com/2004/TECH/internet/12/15/holiday.worm/index.html>

The NIH Password Policy has Changed!

Effective January 1st NIH will implement a new password policy. However, the enforcement of the policy will not take hold until your current password expires. The new policy will require the following:

At least seven characters using a combination of at least three of these types of characters:

- Capital letters
- Numeric characters
- Lower case letters
- Special characters

Change your passwords every 180 days – must be different from your last 10 passwords. You will have to wait at least 3 days before you are allowed to change your new password.

What's Happening in OD

Needed! Information Technology Forum (ITF) Chair and Vice Chair!

The ITF provides a venue for communications on OD/NCMHD IT activities. The ITF provides advice and recommendations to the OD Information Technology Management Committee (ITMC) on OD/NCMHD-wide IT initiatives that advocate an integrated approach to computing and meet the information technology needs of the OD/NCMHD user community.

Many challenges lay ahead for this group to tackle in the ever-changing world of IT. The ITF is soliciting current ITF members to fill one of the two vacant officer positions (Chair and Vice-Chair) to begin the new CY 2005. Take a minute to review the website at

<http://www1.od.nih.gov/itf/>

It's Here! The Office of Financial Management (OFM) Travel/Finance Transmittal Search Engine Goes Public!

Over the course of the last couple of months, [Anna Sieber](#) of the OFM, and [Daniel Williams](#), [Josh Collins](#), and [Mark Perry](#) of the OIT have been instrumental in developing the OFM Travel/Finance Transmittal Search Engine.

<http://ofm.od.nih.gov/travel/links.htm>

Each year, OFM issues a series of transmittals that provide the community with updated travel and financial policy guidance. Often, these transmittals serve as a precursor for the NIH Manual 1500 updates based on changes in GSA regulations and/or HHS or NIH internal policy. As such, the OFM, dating back to October of 2001, has issued approximately 175 transmittals. Prior to the efforts of these individuals, only a handful of the transmittals (depending upon importance) were listed on the OFM web site such that they could be accessed by the community and then printed.

Now, not only are all of the transmittals displayed on the web site, they are also dated and categorized by travel or finance areas; also there is key word search capability. This mechanism allows the users to enter a key word search that generates a list of all of those transmittals that contain the key word(s) from the standpoint of the primary reference source to a lesser but still related reference source, for review and informational purposes.

We believe the community will find this guide user-friendly and the accessibility to the web site will reduce the number of phone calls and emails to the OFM staff, freeing up the staff to devote the time otherwise spent on said transmittal queries, to other initiatives and priorities.

Extra! SERCH Arrives May 2005!

The NIH received an award for the System for Enterprise Records and Correspondence Handling (SERCH) from NMS Imaging, the integration vendor, at their user conference on December 1. The Visionary Award was presented to NIH recognizing the strategic perspective that the NIH has in developing a federal government-wide solution for managing and tracking all official correspondence.

As announced in the summer edition, the OD Executive Secretariat (ES) in partnership with HHS announced their selection of NMS Imaging as the integration vendor for SERCH. The contractors have been on board since the end of June working on this important project.

SERCH is an integration of web-based commercial-off-the-shelf products that will provide these capabilities:

- Workflow
- Data tracking
- Digital signature
- Records management
- Document management
- Reports
- Full text search

How does this affect you? SERCH will replace the ES eFlow system that every IC and OD office currently uses to receive and respond to official-controlled correspondence from the NIH Director and Deputy Director. The ES web site at

<http://execsec.od.nih.gov/nihstaff/correspondence/od.html>

lists the OD/NCMHD staff that will begin using SERCH when it is implemented in May 2005.

Your organization has the option to join the SERCH project, which would enable you to manage your own documents that do not go through ES. If your organization would like more information, or is interested in joining this project, contact Star Kline, NIH SERCH Program Manager, by phone: 301.496.3974 or email at <mailto:klineS@mail.nih.gov>. After the New Year, OIT will partner with Star and begin to meet with interested OD/NCMHD organizations.

Tips N Tricks for Office XP, 2003 Applications

Remove Your Word Formatting in Two Easy Steps!

Here's a great way to remove all of the formatting from a Word document or just a selected portion of the document:

Press CTRL+A to select the whole document, or select a portion of the document.

Press CTRL+SHIFT+N

Clear Your Excel Spreadsheet Formatting!

Here's a quick easy way to clear all formatting in your Excel spreadsheet.

In Excel version 2002:

Press CTRL+A to select the whole document, or select a portion of the document.





Click Clear on the Edit menu.

Click Formats.

How We Are Doing

Below is a summary of our performance measures for the Customer Satisfaction Survey.

If our performance falls below  an explanation of the steps being taken to improve will be provided.

Network Support 	Desktop Support 
Web/Application Support 	Overall OD/NCMHDSupport 



Available when I need it and/or exceeded service level agreement for call resolution.



Not available when I need it and/or did not meet service level agreement.

Your feedback is very important to us. It helps identify areas needing improvement and acknowledges superior service.

Contact Points for Customer Support

Levels of Escalation

NIH Help Desk 301-496-4357	HelpDesk@nih.gov	http://support.cit.nih.gov
CIO-OD	David Wiszneaukas	mailto:wisznead@mail.nih.gov
Acting OIT Director & CTO	William Kibby	mailto:kibbyw@mail.nih.gov
IT Policy/ITS Budget	Angela Murphy	mailto:murphya@mail.nih.gov
ISSO	Antoine Jones	mailto:jonesa@mail.nih.gov
CRM Team Lead	Sue O'Boyle	mailto:oboyle@mail.nih.gov
Desktop Team Lead	Marcelo Coelho	mailto:coelhom@mail.nih.gov
Network Team Lead	Minh Chau	mailto:chaum@mail.nih.gov
Web & Dev Team Lead	Daniel Williams	mailto:williamd@mail.nih.gov